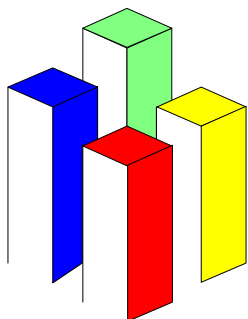


***Assessment of the
Alabama Early
Intervention Programs***

Fiscal Year 2002

Prepared by:



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Introduction

Introduction

A. Background

Early Intervention is a coordinated family focused system that provides appropriate services for eligible infants and toddlers ages birth to 3 years who have special needs. The Department of Rehabilitation Services administers the Early Intervention System in the state of Alabama. The Early Intervention programs in Alabama serve approximately 3,000 clients each year. Prior to Fiscal Year 1999, the Alabama Department of Rehabilitation Services has assessed the level of client satisfaction by administering a mail-out client satisfaction survey in-house. Since that time the client satisfaction surveys have successfully been conducted utilizing telephone interviewing administered by Southeast Research, Inc. in Montgomery, AL.

B. Research Methodology

During fiscal year 2002, twenty-three (23) Early Intervention programs were evaluated in order to assure that families currently involved are receiving the service and assistance they need. A total of Seven hundred and eighty (780) families were involved in the programs under the Alabama Early Intervention System evaluated in fiscal year 2002. Five hundred forty-two (542) families completed the family satisfaction survey by telephone. Two hundred and thirty-eight (238) families could not be contacted by telephone due to the following reasons: "No Phone", "Disconnected", "Not in service", "Wrong number", "Unable to Contact on at least 5 different days and times", "Prefer Mail-Out", "Non-published Number", "No Longer Involved", "No English", "DHR", "Mother in Hospital", "Child in Hospital", "Child is sick", "Cannot receive incoming calls", "Cannot be completed as dialed", "Mother does not speak well", "Child just moved here", "Child turned 3", "Fax", "Never received services", "Has not started", or "Refused". These families were mailed a family satisfaction survey, and thirty-eight (38) of these surveys were completed by mail. All contacts with families involved with the Early Intervention programs were made between October 2001 and September 2002.



AIDB Talladega Region 4	New Journey EI/UCP Mobile (Washington/Clarke)	Wee Care/UCP of Northwest AL
AIDB Birmingham Region 3	CRS Huntsville/Muscle Shoals District 1	UCP of Mobile/Project Special Delivery
AIDB Mobile Region 9	Easter Seals School for Special Children	Tri-County 310 (Winston & Marion)
AIDB Huntsville Region 2	CRS Birmingham District 2	Autauga/W. Elmore ARC EIEIO
AIDB Dothan Region 8	CRS Dothan/Andalusia District 5	Cahaba MH/MR Center
AIDB Muscle Shoals Region 1	Valley Haven	Marchall/Jackson MR Authority
AIDB Auburn Region 6/Project AIM	Children's Center	UCP of Greater Birmingham (exc. DeKalb Cty)
CCCDD, Inc (Todds)	CSP of West Alabama (Bibb, Pickens, & Choctaw)	

C. Contact Overview

Type of Contact	Number	Percentage
Contacted by Telephone	742	95%
No Phone	38	5%
Disconnected	59	8%
Wrong Number	34	4%
Not in Service	6	1%
Unable to Contact	62	8%
Refused	8	1%
No English	5	1%
Non-published Number	3	0%
Prefer in Mail	4	1%
No Longer Involved	5	1%
Cannot Receive Incoming Calls	3	0%
Cannot be Completed as Dialed	1	0%
Child is Sick	1	0%
Child is in Hospital	1	0%
Mother is in Hospital	1	0%
Mother Does not Speak Well	1	0%
Child just moved here	1	0%
Child turned 3	1	0%
Fax	1	0%
Never Received Services	1	0%
DHR	1	0%
Has not Started	1	0%
Completed by Telephone	542	69%
Number Mailed out	238	31%
Completed by Mail	38	5%
TOTAL Completed	580	74%

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D. Analysis of Survey Findings

The family satisfaction questionnaire utilizes 3 types of responses: two four-point rating scales; a Yes/No response scale; and open-ended responses (see questionnaire in section III of this report). The four-point rating scales used were: "Excellent", "Good", "Fair", "Poor"; and "Very Convenient", "Somewhat Convenient", "Somewhat Inconvenient", "Very Inconvenient". The values for the scaled response questions ranged from 4 for "Excellent" and "Very Convenient", to 1 for "Poor" and "Very Inconvenient". All responses were then summarized and a percentage score was computed. The percentage scores are based upon a maximum of 100%.

The numbers in the composite report for the Alabama Early Intervention System differ slightly from the numbers in the individual reports due to an additional 4% completed mail-in surveys received after the deadline for each individual evaluation.

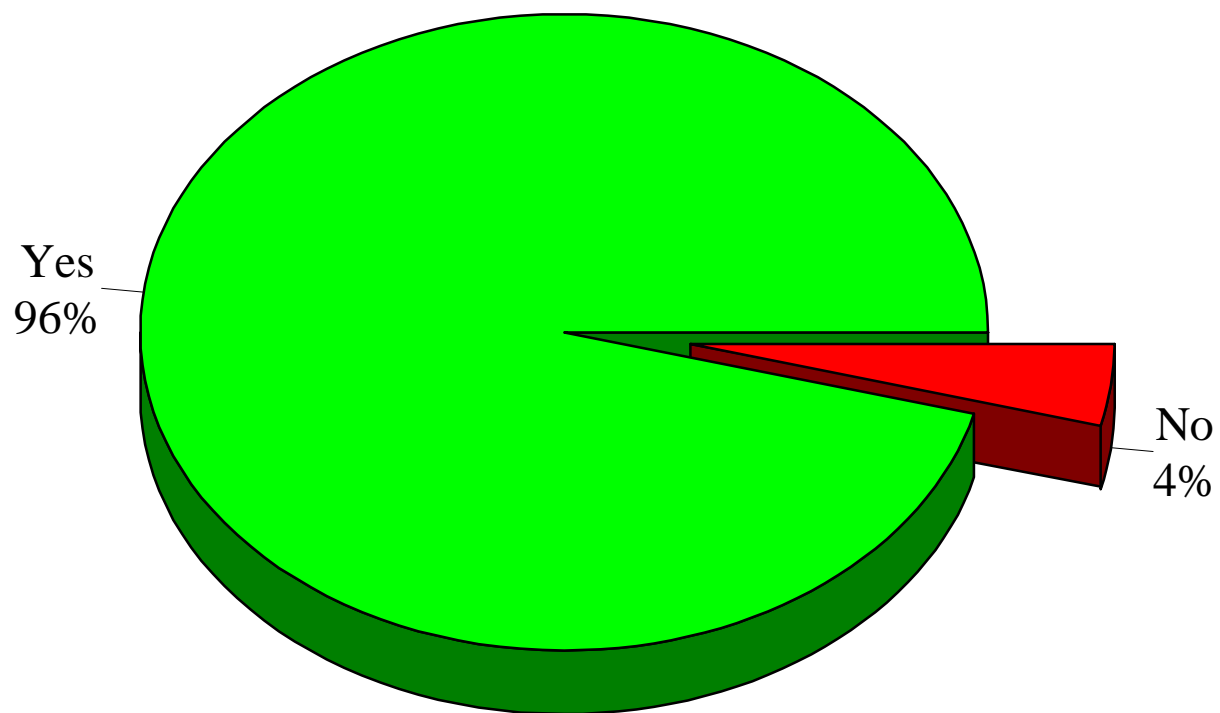
This report contains a summary of findings for the Alabama Early Intervention programs. For a complete analysis of the survey results, see tabular data section of this study available through the Division of Early Intervention, Alabama Department of Rehabilitation Services.



Summary of Findings

Chart 1

Families' Awareness of Service Coordinator's Name



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Chart 2

Rating of Services Received from Service Coordinator at the AEIS Programs

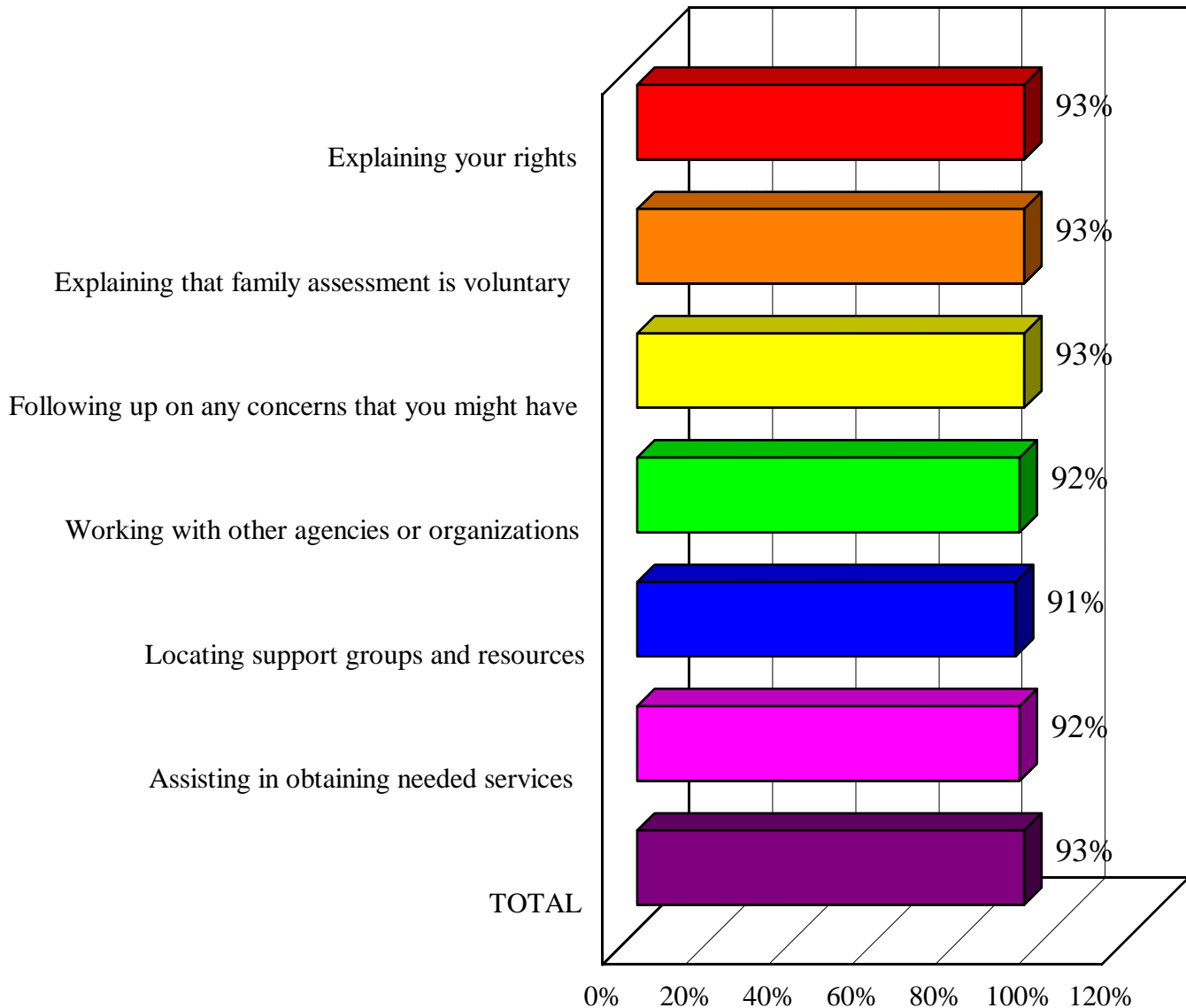
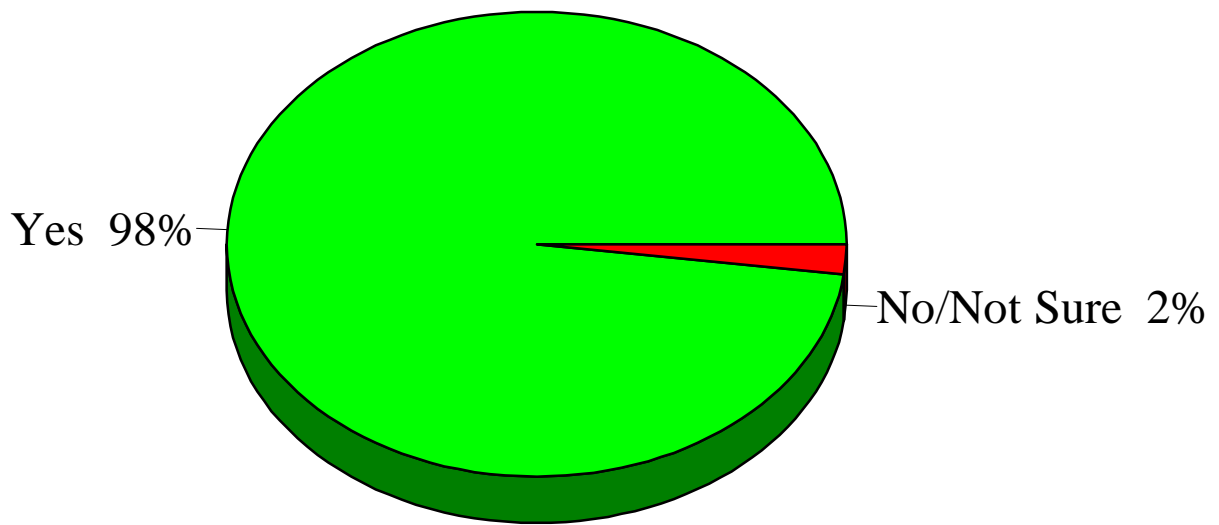


Chart 2A

Awareness that Child's EI Services and Supports Can Be Provided in A Natural Environment Such as Child's Home or Child Care Setting

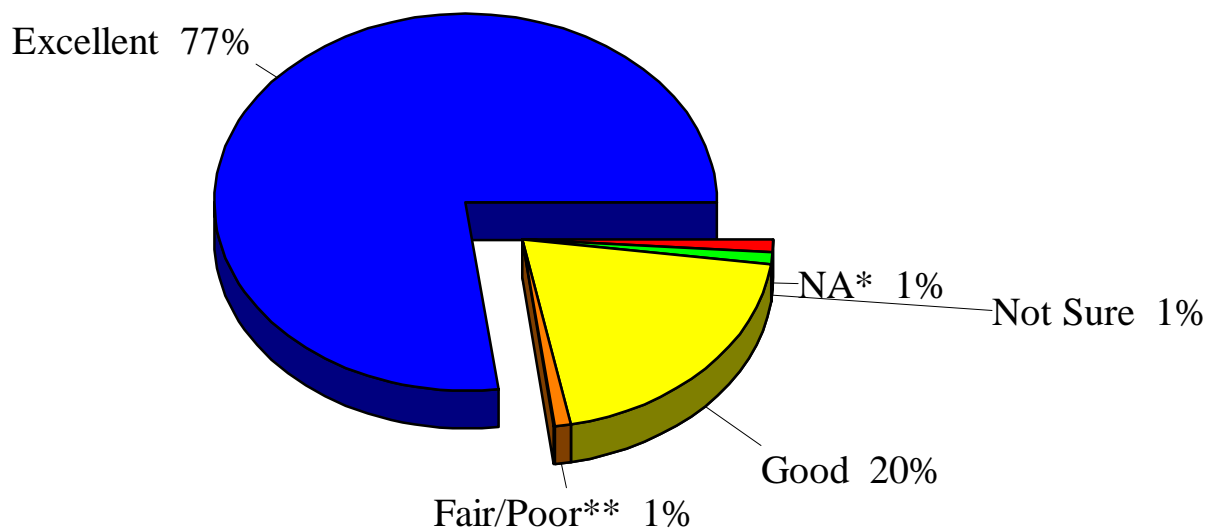


** Two percent represents rounded number for combined 1.5% "No" and 0.5% "Not Sure" ratings.



Chart 2B

Rating of Service Coordinator 's Assistance in Providing EI Services and Supports in the Child's Natural Environment



* NA=Never received services in natural environment.

** Two percent represents rounded number for combined 1.2% "Fair" and 0.3% "Poor" ratings.



Chart 3

Rating of Location and Time of the Individual Family Service Plan Meeting for the AEIS Programs

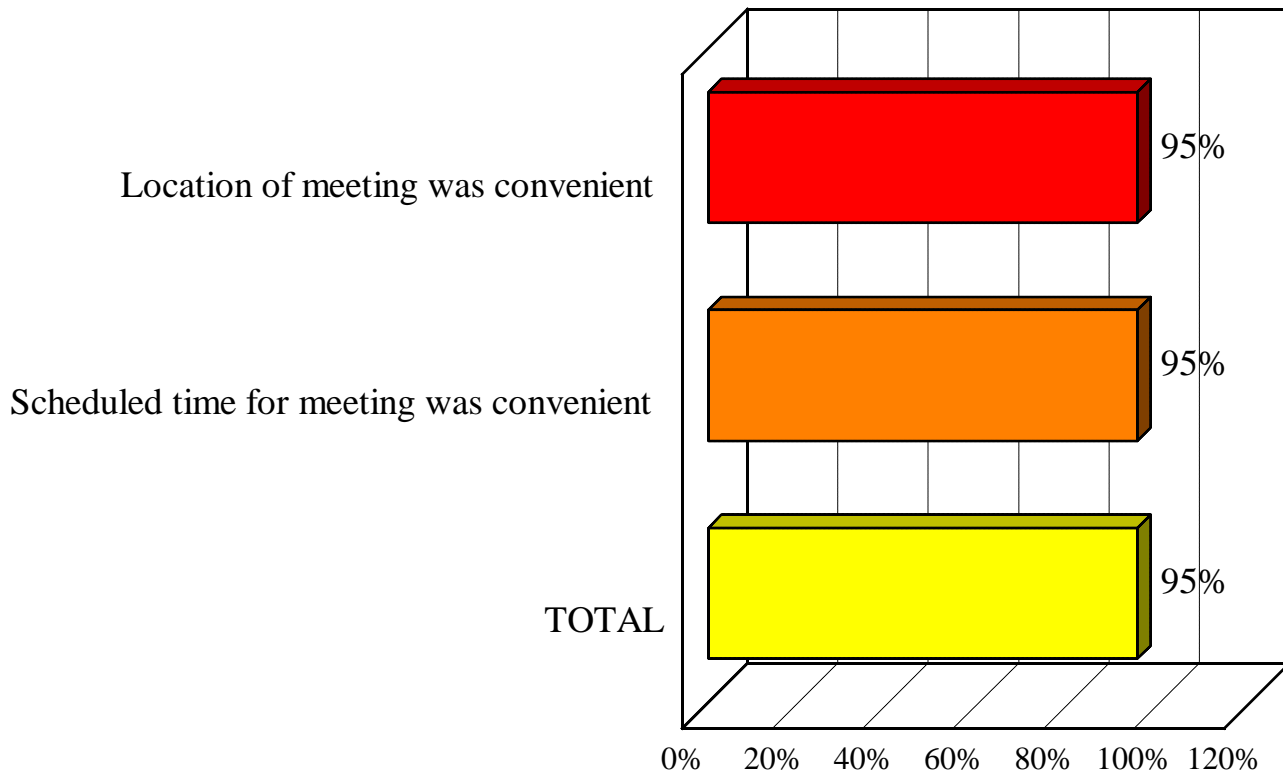
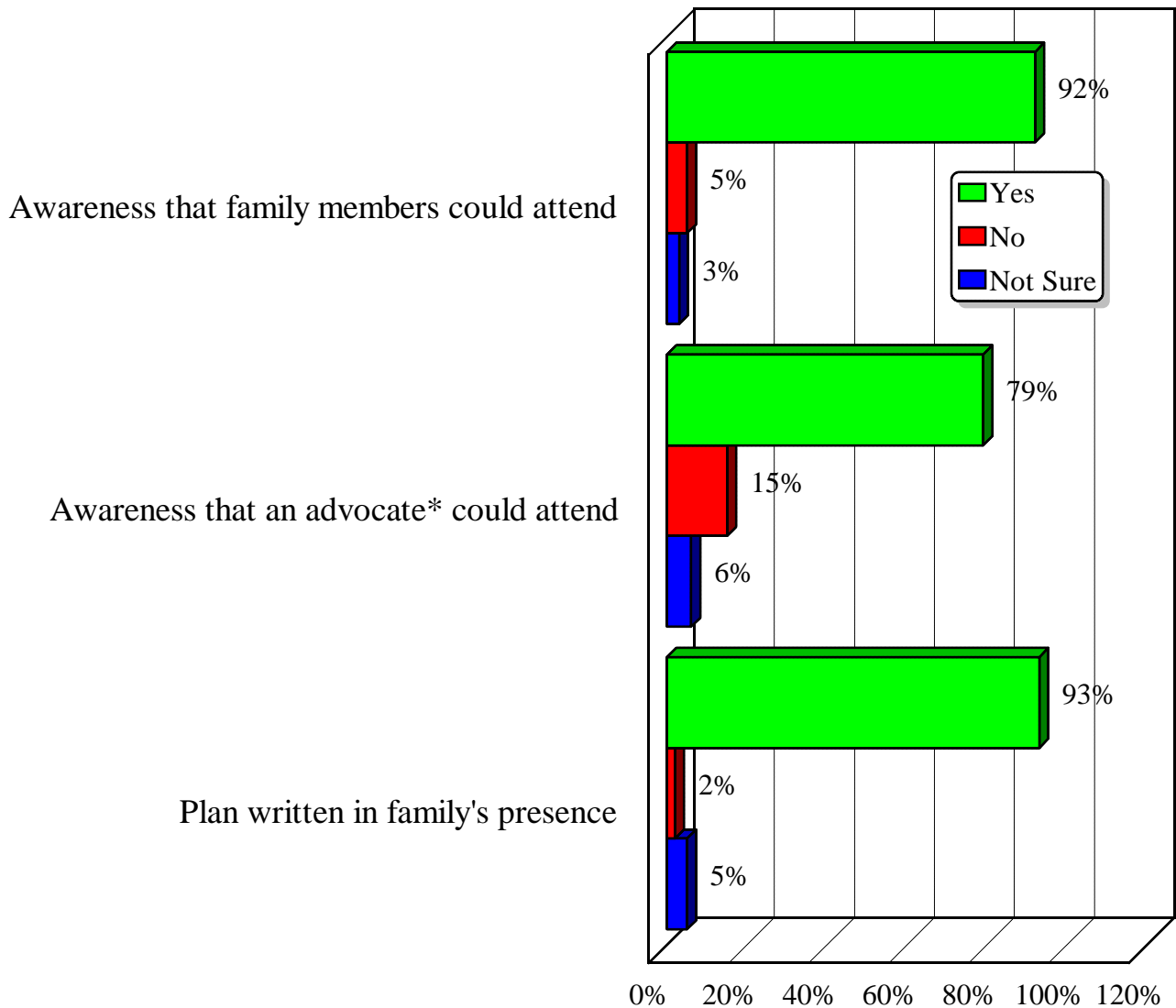


Chart 4

Awareness of Individual Family Service Plan Meeting Characteristics for the AEIS Programs



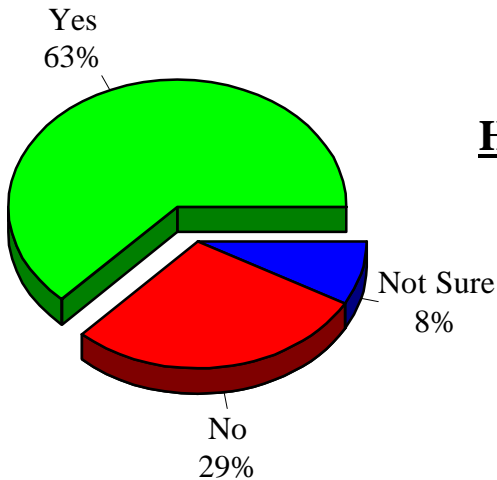
* Advocate was defined as "a person who is not a family member such as another parent who has been through Early Intervention" in the FY 2002 questionnaire.



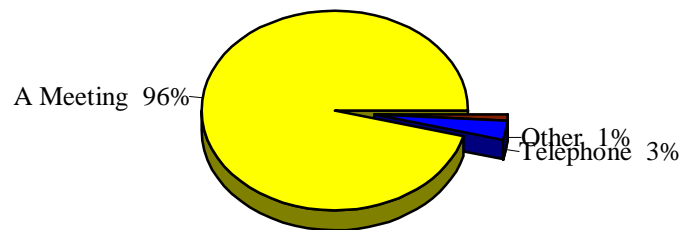
Chart 4A

Rating of the Six Month Review at the AEIS Programs

Have you had a six month review?

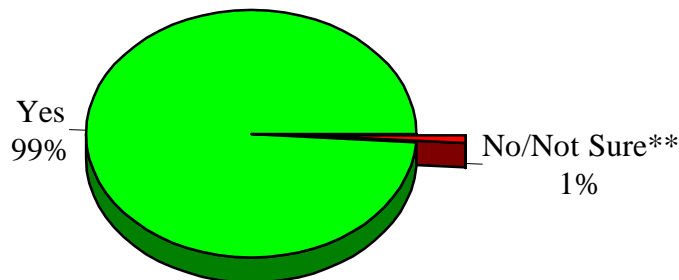


How was the six month review conducted?



* Asked only to those respondents who have had a six month review

Was this review acceptable to you?



* Asked only to those respondents who have had a six month review.

** One percent represents rounded number for combined 0.3% "No" and 0.3% "Not Sure" responses.



Chart 5

Rating of the Service Providers at the AEIS Programs

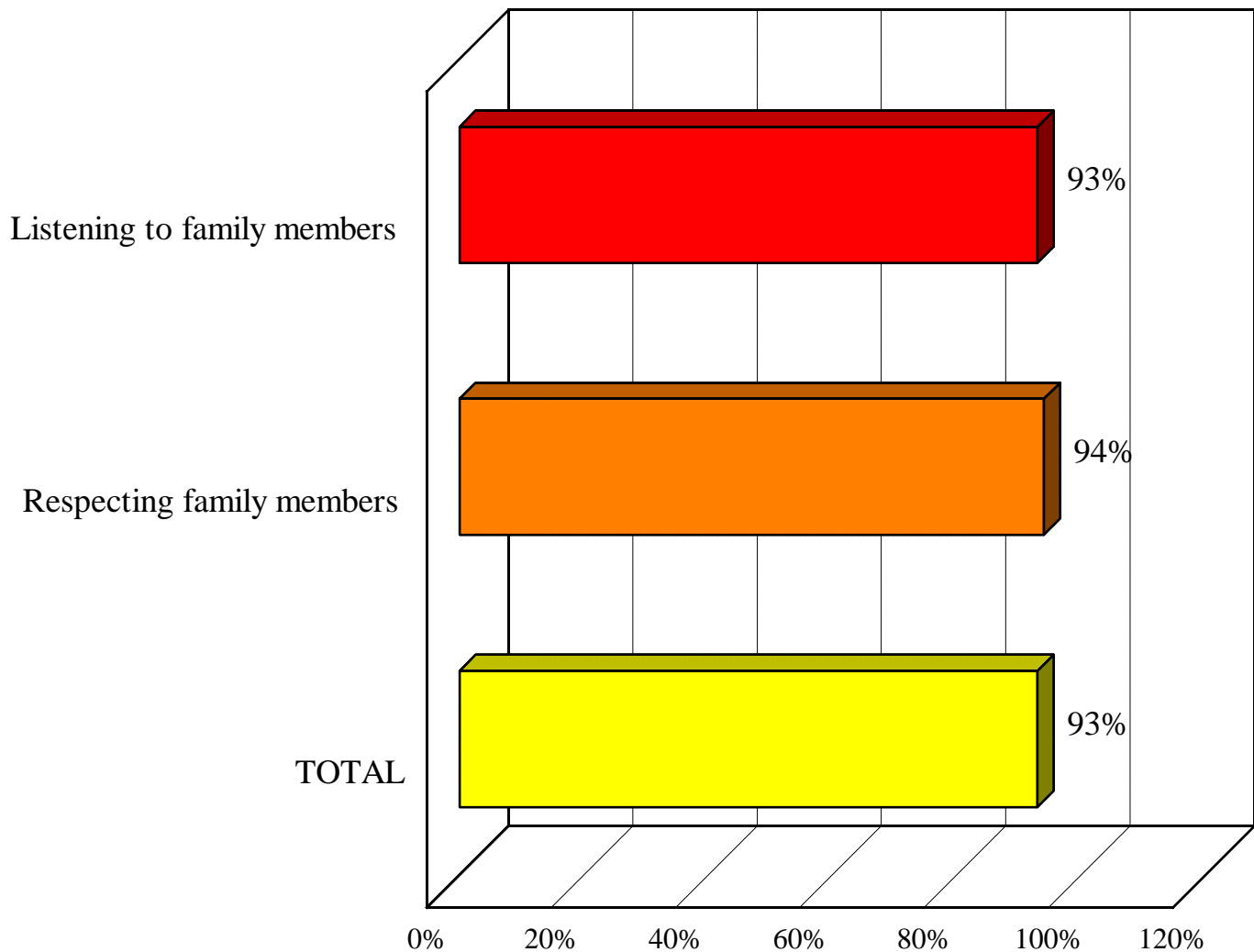


Chart 6

Rating of Service Received from the AEIS Programs

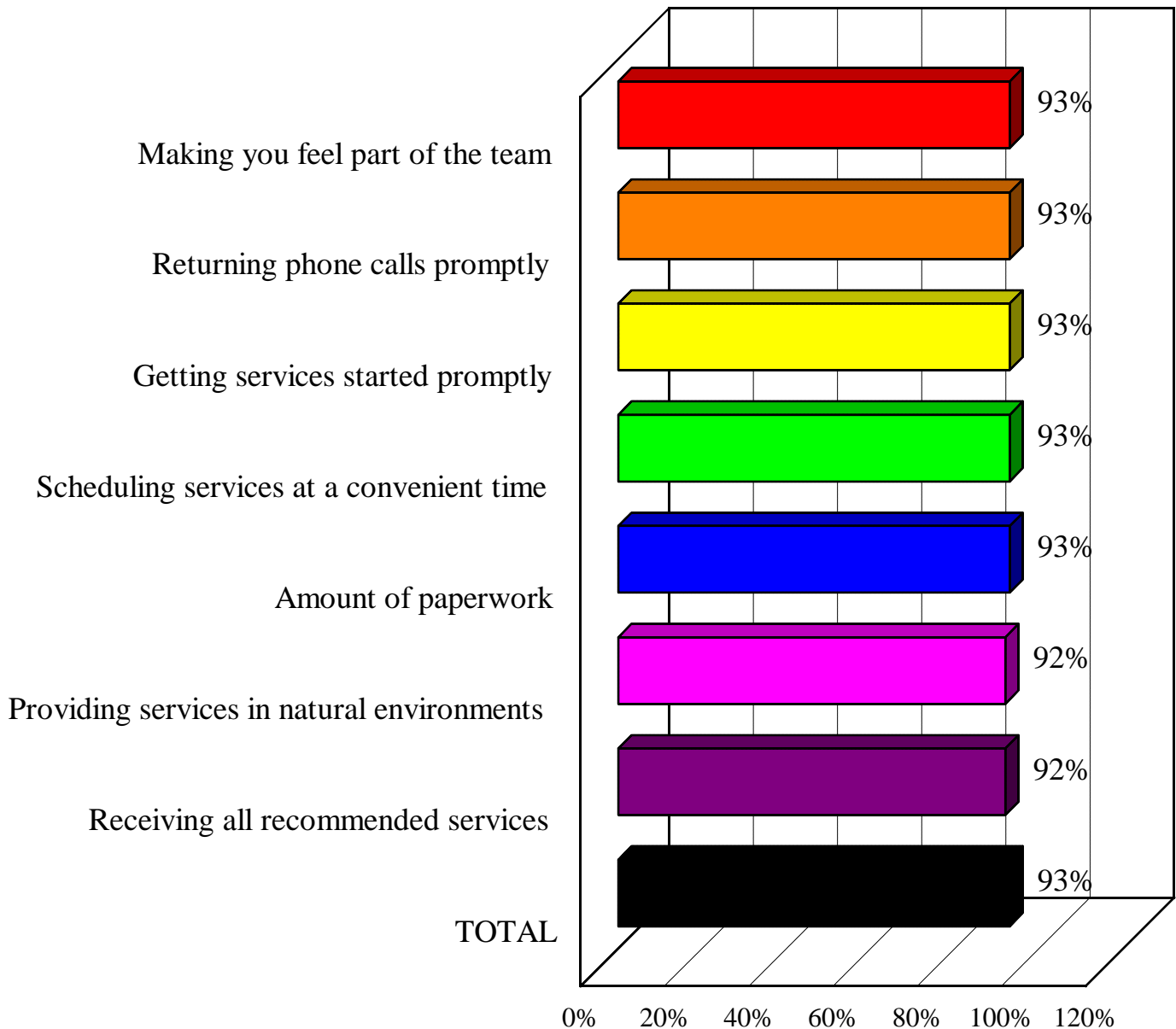
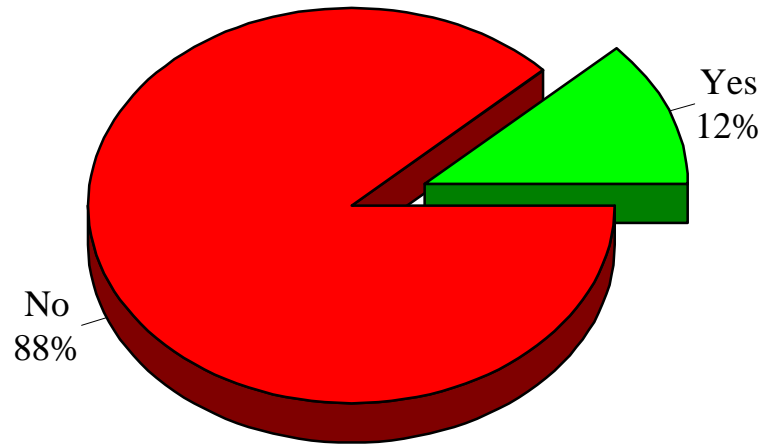


Chart 7

Utilization of Transportation for the AEIS Programs

A. Did you indicate you needed transportation in order to utilize the services provided by AEIS?



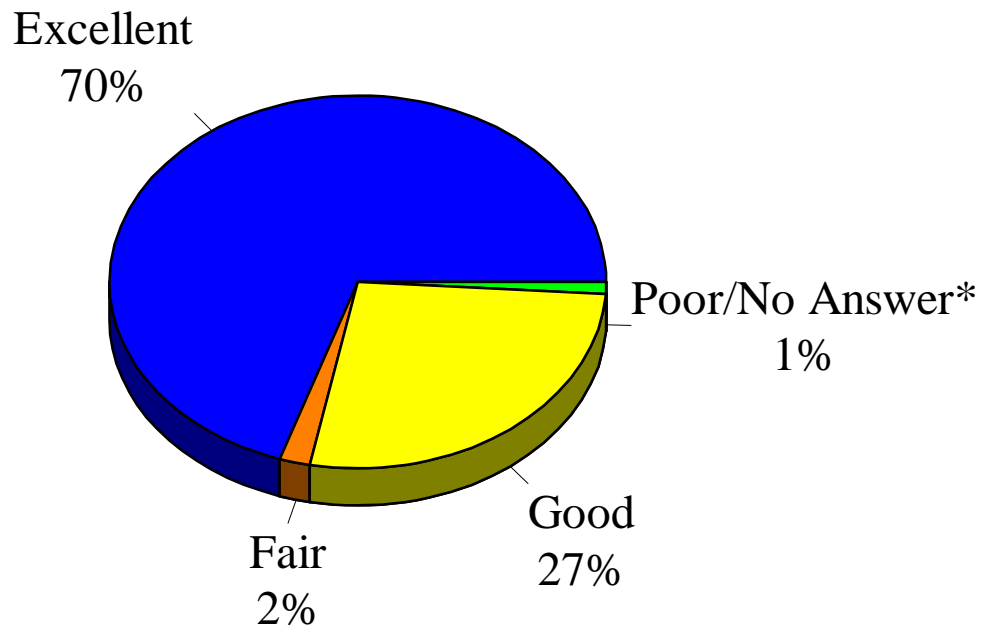
Having transportation available when needed	82%
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* Asked only those respondents who indicated they needed transportation (58 respondents).



Chart 8

Rating of the AEIS Programs in Terms of Families Receiving all the Services Recommended



Specific Reasons** for Ratings for the AEIS Programs:

Take care of needs/satisfied
Helpful
Answer questions
They are all nice
Child exceeded expectations
Very supportive
Wonderful/Beyond call of duty

* Three percent represents rounded number for the combined 0.9% "Poor" and 0.5% "No Answer" responses.

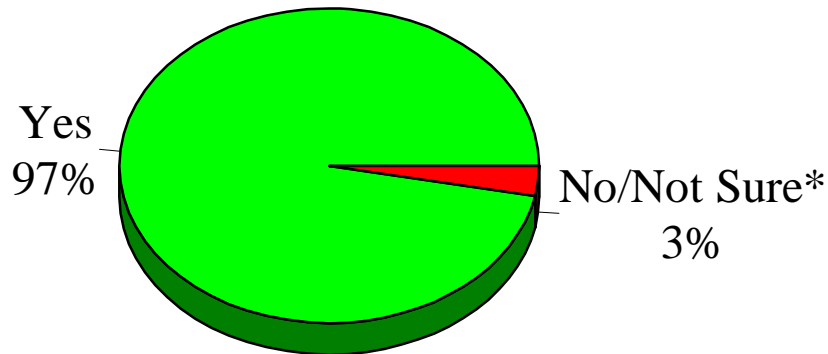
** For a complete listing of reasons, see Table 15-B in the tabular data section of this study available through the Division of Early Intervention.



Chart 8A

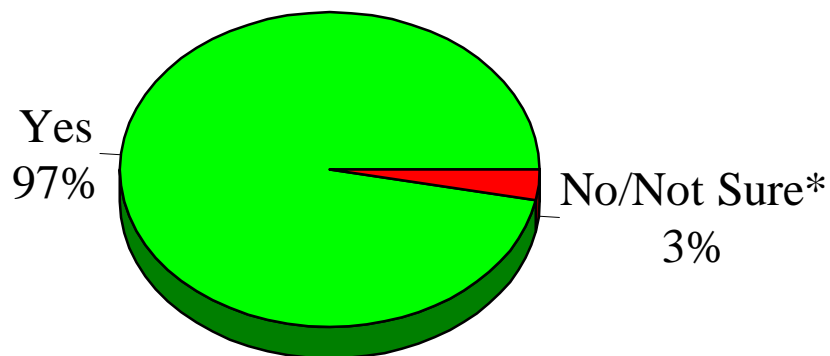
Rating of Play Equipment and Toys Used by the Providers

Safe



*Three percent represents rounded number for the combined 0.5% "No" and 2.7% "Not Sure" responses.

Age Appropriate



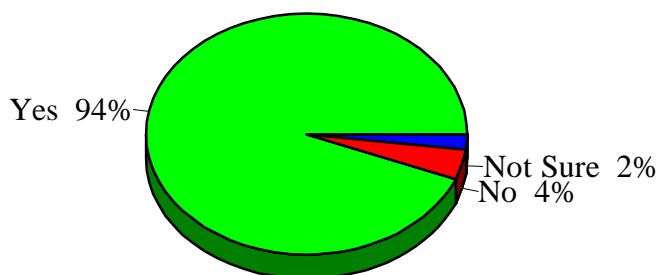
*Four percent represents rounded number for the combined 0.7% "No" and 2.4% "Not Sure" responses.



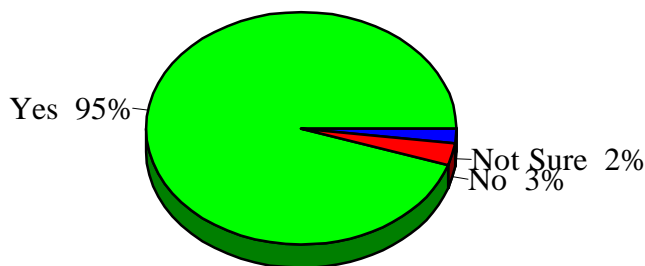
Chart 9

Assessment of Miscellaneous Services Provided by the AEIS Programs

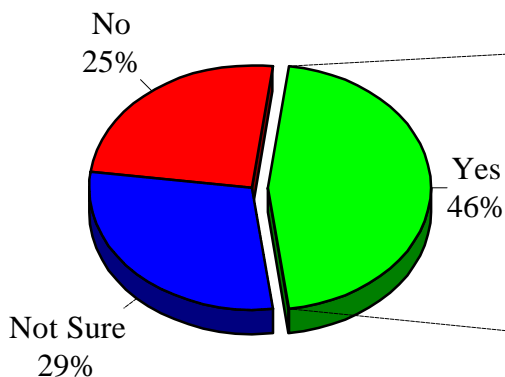
Families Know Who to Call



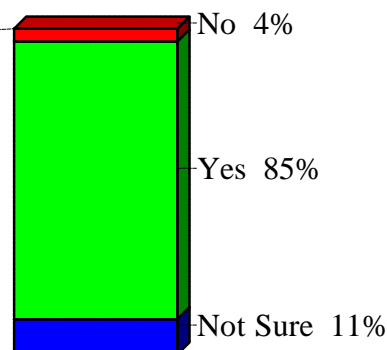
Families Receive Copies of the IFSP



Families Were Informed about the District Coordinating Council



Families Were Informed about the DCC Activities and the Various Ways of Participation



* Asked only those respondents who indicated they were informed of the DCC (258 respondents).

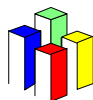


Chart 10

Changes Families Would Like To See Made in Alabama's Early Intervention System

Suggested Changes
Extend age limit on programs
Child need more therapy/services
Public should be made aware of services offered through AEIS
Provide more funding
Better communication between service coordinator and therapists
Need to get child in system faster/process too slow
Like location closer to home
Like more interaction with other children
Workshop notices need to arrive earlier

*Responses are listed in descending order of importance.

*For a complete listing of reasons, see tabular section of this study available through the Division of Early Intervention.

